



January 24, 2018

CC Docket 02-6  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

To whom it may concern:

Re: Appeal Submitted on January 17, 2018

This is a supplemental paper to clarify the M/C error made on the FY 2017 Application Number 171004128, FRN 1799006928 for the Hawlemont Regional School District BEN 2014012.

Please refer to the Crocker bill and the cost calculation page from the original Form 471 application for verification.

When calculating the figures for the application and taking out the ineligible items, I used the subtotal figure from the bill supplied, omitting the \$70.00 Crocker Broadband Voice charge by mistake. The application requires us break down the price by line. \$10.19 per line x 26 lines = \$264.94 – the original incorrect amount applied for.

On the bill, the eligible charges are \$70.00+\$49.90+\$214.80 = \$334.70. When applying the originally omitted broadband voice charge back to the subtotal, the per line figure should be \$12.87 x 26 lines = **\$334.62** – this is the amount I am requesting to be corrected to.

If you need any additional information, please do not hesitate to contact me.

Thank you,

A handwritten signature in blue ink that reads "Karen Pavon".

Karen Pavon  
Account Manager  
E-RATE ONLINE  
203 445-9577

Crocker's monthly bill contained the following charges:

<i>1.Crocker Broadband Voice</i>	<u>70.00</u>
<b>Subtotal</b>	<b>70.00</b>
<i>2.Auto attendant Feature</i>	9.95 (in-eligible)
<i>3.Hosted PBX Extension</i>	49.90
<i>4.Hosted PBX User</i>	214.80
<i>5.Hosted PBX User Voicemail</i>	<u>50.15</u> (in-eligible)
<b>Subtotal</b>	<b>324.80</b>
<b>TOTAL</b>	<b>394.80</b>

On the Form 471, Item #1 was left out of the calculations in error.

**Cost Calculation on Form 471:**

Monthly charge	12.50 (items 3 & 4 divided by 26 lines)
In-eligible monthly charge	(2.31) (items 2 & 5, divided by 26 lines)
Total monthly charge	10.19
Number of Lines	26
Total eligible monthly	\$264.94

**The Correct calculation should have been:**

Monthly charge	15.18 (items 1, 3 & 4 divided by 26 lines)
In-eligible monthly charge	(2.31) (items 2 & 5, divided by 26 lines)
Total monthly charge	12.87
Number of Lines	26
Total eligible monthly	\$334.62



# crocker

communications

*It's how we're  
wired.*

*HRS PO# 173079*

Invoice For Services  
Invoice Date: 2/20/2017  
Service Date: 3/1/2017  
Due Date: 3/15/2017  
Total: \$227.45  
Invoice# 104199714 Customer# 95

*MAR 2017 394.80  
2167.35  
227.45*

MTRSD - OFFICE OF THE SUPERINT  
24 Ashfield RD  
Shelburne Falls, MA 01370 -9416

Remit to:  
Crocker Communications Inc  
PO Box 710  
Greenfield, MA 01302 0710

Please do not hesitate to contact us with questions. Billing: 413-775-4170, billing@crocker.com Support: 413-654-1000, support@crocker.com All services, invoices, and payments may be viewed online. Please contact us for access information.

Thank you for choosing Crocker Telecommunications LLC.

Taxes, fees, surcharges, and other charges vary based on the products you purchase and your service location. Taxes, Governmental Surcharges and Fees may include sales, excise, other taxes, and government surcharges that Crocker is required by law to collect from customers on behalf of local, state, and the federal government. These taxes, surcharges and fees may change from time to time without notice.

## Summary

Balance Information	
Previous Balance	227.45
Payments Received - Thank you!	(227.45)
Balance Forward	
New Charges	
Recurring Charges	394.80
Discounts	(167.35)
Total New Charges	227.45
Total Amount Due	227.45

## Payments

Description	Date	Amount
Payment Received, Thank you!	2/14/17	(227.45)
Subtotal		(\$227.45)

## Credits

Description	Start	End	Rate	Qty	Amount
Credit - ERATE Discount	3/01/17	3/31/17	(167.35)	1	(167.35)
Subtotal					(\$167.35)

## Recurring Charges

Crocker Broadband Voice: Circuit ID: AX0000125798

Description	Start	End	Rate	Qty	Amount
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Crocker Broadband Voice	3/01/17	3/31/17	70.00	1	70.00
Subtotal					\$70.00

HAWLEMONT REGIONAL SCHOOL DISTRICT: (413) 339-8316

Description	Start	End	Rate	Qty	Amount
AUTOATTENDANT FEATURE	3/01/17	3/31/17	9.95	1	9.95
HOSTED PBX EXTENSION - PREMIUM (x2)	3/01/17	3/31/17	24.95	2	49.90
HOSTED PBX USER - BASIC (x24)	3/01/17	3/31/17	8.95	24	214.80
HOSTED PBX USER - VOICEMAIL ADD ON (x17)	3/01/17	3/31/17	2.95	17	50.15
Subtotal					\$324.80

## Management Reports

Usage by Category

Description	Calls	Minutes	Charge
Usage - LD - 800 - Interstate	9	13.00	
	9	13.00	0.00

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
24 Ashfield Rd		394.80		394.80
Misc Usage	0.00	394.80	0.00	394.80

Free Minutes

Description	Total Minutes
LD - Intralata	235.32
Local	1,293.93
	1,529.25

Daily Summary

Date	Calls	Mins	Charge
01/20/2017	1	7.90	
01/23/2017	3	4.48	
01/25/2017	3	2.55	
01/26/2017	3	3.33	
01/27/2017	7	7.03	
01/30/2017	2	3.52	
01/31/2017	5	6.43	
02/01/2017	9	22.45	
02/02/2017	1	0.47	
02/03/2017	2	47.80	
02/06/2017	4	18.32	
02/07/2017	1	1.12	
02/08/2017	3	6.32	

*amount of incorrectly*

*eligible amounts*

*amount in application*

*correct amount*

Line Item # 1799006928.001

Product and Service Details

Function Voice

Type of Connection Interconnected VoIP Service

Cost Calculation for FRN Line Item # 1799006928.001

Monthly Cost	
Monthly Recurring Unit Cost	\$12.50
Monthly Recurring Unit Ineligible Costs	- \$2.31
Monthly Recurring Unit Eligible Costs	= \$10.19
Monthly Quantity	x 26
Total Monthly Eligible Recurring Costs	= \$264.94
Months of Service	x 12
Total Eligible Recurring Costs	= \$3,179.28

One-Time Cost	
One-time Unit Cost	\$0.00
One-time Ineligible Unit Costs	- \$0.00
One-time Eligible Unit Cost	= \$0.00
One-time Quantity	x 0
Total Eligible One-time Costs	= \$0.00
Summary	
Total Eligible Recurring Costs	\$3,179.28
Total Eligible One-time Costs	+ \$0.00
Pre-Discount Extended Eligible Line Item Cost	= \$3,179.28

Subtotal amount from Bill used incorrectly. The \$70 cracker broadband charge was not included.

Correct Figures should have been:

\$ 15.18 per line  
- \$ 2.31 ineligible  

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\$ 12.87 per line  
x 26 lines  

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\$ 334.62

Total monthly  
Eligible recurring  
costs.

From Bill:

\$ 394.80 - total  
- \$ 9.95 } ineligible  
\$ 50.15 } charges  

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\$ 334.70 eligible charges

\* This figure is including the broadband voice charge that was originally omitted by mistake on the application.